



**2017-2018 START OF WATER YEAR ANNOUNCED ALLOCATION FOR 1 JULY 2017**

From 1 July 2017 SunWater will calculate the start of water year Announced Allocations for 2017-2018 and will publish the announcements accordingly. Customer notifications will be provided by email and/or SMS and will be made available on the SunWater website. Please call us on 13 15 89 if you need to update your contact details.

**CARRYOVER OF UNUSED AVAILABLE WATER**

Carryover enables customers to utilise unused available water at the end of the Water Year to become available in the next Water Year within the limits and subject to the conditions and set rules and is only available to customers that have a metered offtake on their Water Account and must be used on the Water Account that it is applied for on.

Carryover will be made available to Groundwater high B and medium priority allocation holders in the Callide Valley Water Supply Scheme for the 2016-2017 water year subject to the rules as specified in the Fitzroy Basin Resource Operations Plan and the associated guidelines. More information regarding the rules for Carryover can be found on the Carryover application form or simply contact us on 13 15 89.

If you wish to Carryover your available water you MUST submit an application. Carryover applications can be lodged on SunWaterOnline or alternatively download the form from our website: [www.sunwater.com.au](http://www.sunwater.com.au) or call us on 13 15 89. **SunWater must receive all applications by close of business Wednesday 28 June 2017.**

**END OF WATER YEAR METER READINGS**

The final round of meter readings for the 2016-2017 water year will commence in June 2017, which means SunWater will be reading your meter during June 2017.

Although SunWater will read your meter/s during June 2017 if you wish to record water used up to and including the 30 June as being used in the 2016-2017 water year, you have the option of providing your final meter reading for each offtake, as set out below to SunWater by SunWaterOnline, email, fax or telephone. Alternatively take a photo of your meter dial/s and email the photo/s to the Customer Support team ensuring each photo is identified with an offtake number. These reads must be received **no later than 12 Noon on Monday 3 July 2017.** (Refer to SunWater contact details included in this Newsletter for further details).

**Please Note: Any readings received after this time will not be considered in the 2016-2017 water year.**

Customer Number	Offtake Number	Meter Reading (All digits/dials)	Date Read

**END OF YEAR TEMPORARY TRANSFER APPLICATIONS**

Please ensure applications are submitted at least two (2) working days prior to 30 June 2017. SunWater will send approval/refusal notification to the buyer and seller. For a smooth process ensure that all accounts are paid in full and that the application has been signed by all relevant parties.

### **UNAUTHORISED USE**

SunWater would like to remind customers that they have an obligation to comply with the Water Act 2000, the relevant Resource Operations Plan (ROP) for their Water Supply Scheme, their Water Supply Contract with SunWater and the Scheme Rules and Targets.

Under section 4 of Schedule 3 of the Water Supply Contract, the customer is only permitted to take water under the Customer's ROL contract through the SunWater Diversion Works and the Customers Offtake Works. Any other water use is considered unauthorised water use.

Customers should note there are penalties for contravening conditions of water entitlement, seasonal water assignment notice or water permit under the Water Act 2000.

Please find more information in relation to action taken by SunWater and the penalties under the Water Act 2000 when unauthorised use is detected on our website under "Scheme Information".

### **SUNWATER MOVING TOWARDS PAPERLESS**

Electronic Billing is better for our environment. Sign up today to receive your detailed invoice and water statement electronically - it's fast, secure and easy. Call us on 13 15 89 or email [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au) and we will arrange for a detailed invoice/water statement to be sent to you via email.

### **NEED TO UPDATE YOUR PERSONAL ACCOUNT DETAILS**

As an important customer, we want to ensure your details are always up-to-date so we can send you the latest SunWater news and scheme information. This is more important now with the use of SMS messaging and emails, as such, please ensure we have your current mobile phone number and/or email address. To update your information, simply log into SunWaterOnline, contact us on 13 15 89 or email [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

### **SUNWATER CONTACT DETAILS**

We appreciate your assistance and patience as we work through this busy period; please do not hesitate to contact SunWater Customer Support if you need any clarification or assistance. The Customer Support team contact details are:

SunWaterOnline - [www.sunwater.com.au](http://www.sunwater.com.au)  
Email - [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)  
Phone - 13 15 89

Fax - (07) 3120 0249  
Address - PO Box 15536, City East Qld 4002